
Subject: Client Access

Effective Date: October 1, 2006

Revised from:

Policy: Inadequate client access is determined on a case-by-case basis. Inadequate participant access will be a factor when considering whether to assess a civil money penalty against an authorized vendor in lieu of disqualification or when considering waiving individual vendor selection criteria.

Only the State Agency (SA) shall determine what constitutes inadequate participant access. The Local Agency (LA) and/or the vendor has only informational input in the decision making role in determining inadequate participant access. Participant convenience and preference are not legitimate issues for a vendor to raise when appealing a SA decision.

The Kansas WIC program will ensure that all WIC clients have adequate access to authorized vendors in order to purchase their WIC food items. By ensuring adequate access to authorized vendors, the WIC program assists clients in meeting their nutritional goals and needs.

The SA shall not authorize a new vendor that is expected to derive more than 50 percent of its annual food sales revenue from the WIC program, unless that vendor is necessary to ensure participant access to program benefits.

For authorized vendors, prior to taking disqualification actions, the SA will complete a written Inadequate Participant Access Analysis. The SA completes this assessment for all administrative actions warranting program disqualification (for both SA and Mandatory Federal Sanctions). Conversely, this type of assessment is completed for denied authorizations, if an administrative review is requested by a vendor applicant.

Reference:**Procedure:**

1. Criteria – To be considered inadequate client access rather than “client inconvenience”, the SA must find that one of the following conditions is indicated:
 - a. Unreasonable distance
 - i. For rural counties, a significant number of clients (25 or more) would be required to travel an unreasonable distance to another authorized vendor. Unreasonable distance is defined as thirty (30) or more miles away (one-way driving distance) in a rural county.
 - ii. For urban counties, a significant number of clients (100 or more) would be required to travel an unreasonable distance to another authorized vendor. Unreasonable distance is defined as five (5) or more miles away (one-way driving distance) in an urban county.

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- b. A physical barrier or condition exists, which would make normal travel to an alternate vendor location impossible or dangerous. Examples of such barriers or conditions include: an unbridged river, an expressway, an airport, geographical terrain, operational railroad tracks or actual neighborhood boundaries.

2. Evaluation

- a. The SA will complete an Inadequate Client Access Assessment as needed. The SA will obtain feedback from the LA on customer service and access issues identified in this policy.
- b. A completed Inadequate Client Access Assessment form must identify at a minimum one alternate authorized vendor located within the stated geographic radius (i.e. 30 miles or less for rural counties and 5 miles or less for urban counties). A more comprehensive listing of other authorized vendors may be included as an attachment.
- c. An inadequate client access determination will remain in effect for one year; or until the vendor is disqualified for additional abuse (if applicable); terminated or the SA determines that inadequate client access no longer exists. The vendor shall receive written notice of the one year period begin and end dates. After the one year period has elapsed, the SA will evaluate the vendor's status and determine if another one year extension is warranted.

KANSAS WIC PROGRAM
INADEQUATE CLIENT ACCESS ASSESSMENT

Vendor/Applicant's Name	Vendor ID
Address	Peer Group
City, State	County Designation
Zip Code	
# of clients served	WIC Revenue Earned
Report period	

Alternate WIC authorized vendors in area:

Vendor ID	Vendor Name	Driving Distance	# of Clients Served

If the vendor is an applicant:

1. Based upon information above, would a significant number of clients (100 for urban, 25 for rural) have to travel a significant number of miles (5 for urban, 30 for rural) to another authorized store? Yes ☐ No ☐
2. Are there any physical barriers (e.g. river, expressway, airport) or other conditions which make travel to another WIC vendor dangerous or impossible for WIC clients without transportation? Yes ☐ No ☐ If yes, please explain below

3. LA consulted: Yes ☐ No ☐ Person contacted: _____

4. LA comments: _____

5. Map attached to assess distance between applicant and nearest existing vendor:

Yes ☐ No ☐

Findings: Inadequate client access would exist: Yes ☐ No ☐

Comments: _____

Assessment Completed By: _____ Date: _____